

Five Actions to Improve Health Care Safety



1. Explain

- Nothing should be omitted when explaining your case (what is happening to you, since when, where do you feel discomfort or pain, possible allergies, etc.).
- At the consultation, you must bring all the tests you have (analyses, x-rays, etc.) or test reports.
- You must report your habits (smoking, diet, lifestyle, etc.).



2. Ask

- There is no shame in asking all the questions you have about symptoms, tests, treatments, possible complications, etc. It is very important that you do so.
- You must fully understand the answers given by medical professionals and request the information in writing and in detail.



3. Get informed

- Nothing should be taken for granted. Your participation in the health process is very valuable.
- You can do our own research about the condition and ask medical professionals.
- It is also necessary to know about possible complications or adverse reactions of a treatment.



4. Make sure you understand everything

- It is very important to check that you have understood all the information and that you are applying the treatment correctly.
- If you need a test, you need to know when and how you will receive the results.



5. Seek support

- A companion can support you and can help you understand the doctor's explanations or to communicate better with them.
- If you still have doubts after the visit, you need to ask for more explanations.
- If you are having doubts, you can ask for a second opinion.